Dazzle* ZiO!™

USER'S MANUAL

USER'S MANUAL

ZiO!™

CONTENTS

Home

How To Use This Online Guide

Getting Started

Connecting to a Macintosh

Connecting to a PC Compatible

How To Use the Dazzle ZiO!

Dazzle OnDVD Software for PC Compatible Computers

Troubleshooting Your Dazzle ZiO!

Obtaining Technical Support

How To Contact Us

Dazzle*

USER'S MANUAL

ZiO!™

HOW TO USE
This Online Guide

Controls in this Online Guide

Controls Within Adobe® Acrobat® Reader?

Dazzle*

Controls in this online guide

CONTENTS — Go to the Table of Contents.

HELP — Go to this page ("How to Use This Online Guide").

CONTACT — How to contact Dazzle via e-mail, telephone, fax, or standard mail.

NEXT — Go to next page.

BACK — Go back to previous page.

Text and buttons are also used throughout this guide (such as in the Table of Contents). Underlined text links (similar to a text link on a web page) are also used. The mouse pointer will change to a pointing hand ( ) when ever you pass over an active link.

Controls within Adobe® Acrobat® Reader

Go to next page or to previous page. (Note: The "Left" and "Right" arrows on the keyboard can also be used to advance to the previous or next page. The "Up" and "Down" arrows can be used to scroll up or down on a current page, as well as advance pages).

Undo or redo of certain actions or of pages visited.

Go to beginning or end of this document.

Zoom in and zoom out.

USER'S MANUAL

ZiO!™

1 GETTING STARTED

Introduction

What's Included With the Dazzle ZiO!

System Requirements

Parts of the Dazzle ZiO! Card Readers

Registering the Dazzle ZiO!

Dazzle*

Introduction

Thank you for purchasing the Dazzle ZiO! Reader.

The Dazzle ZiO! is a card reader/writer available in four different models (CompactFlash™, SmartMedia™, MultiMediaCard™ / Secure Digital™, and Memory Stick™) for new Apple iMac, iBook, PowerBook, G3/G4, and PC compatible owners. The Dazzle ZiO! is easy to use and provides transfer rates of up to 900KB/sec. With the Dazzle ZiO!, audio and video files, cell phone databases, and more can now be shared easily between your digital device (camera, cell phone, MP3 player, etc) and your computer. Simply remove the digital media from your digital device and insert it into the Dazzle ZiO! (connected to your Mac or PC) to transfer or view your data.

What's Included with the Dazzle ZiO!

The Dazzle ZiO! includes the following package contents:

- Dazzle ZiO! card reader/writer
- Dazzle Installation CD (includes this User's Manual, OnDVD bonus software for PC compatible computers, Acrobat Reader 4.0, and driver software)
- 1-meter USB extender cable
- ZiO! Quick-Start Guide (located on the inside of the insert card)
- Registration Card

System Requirements

PC compatible:

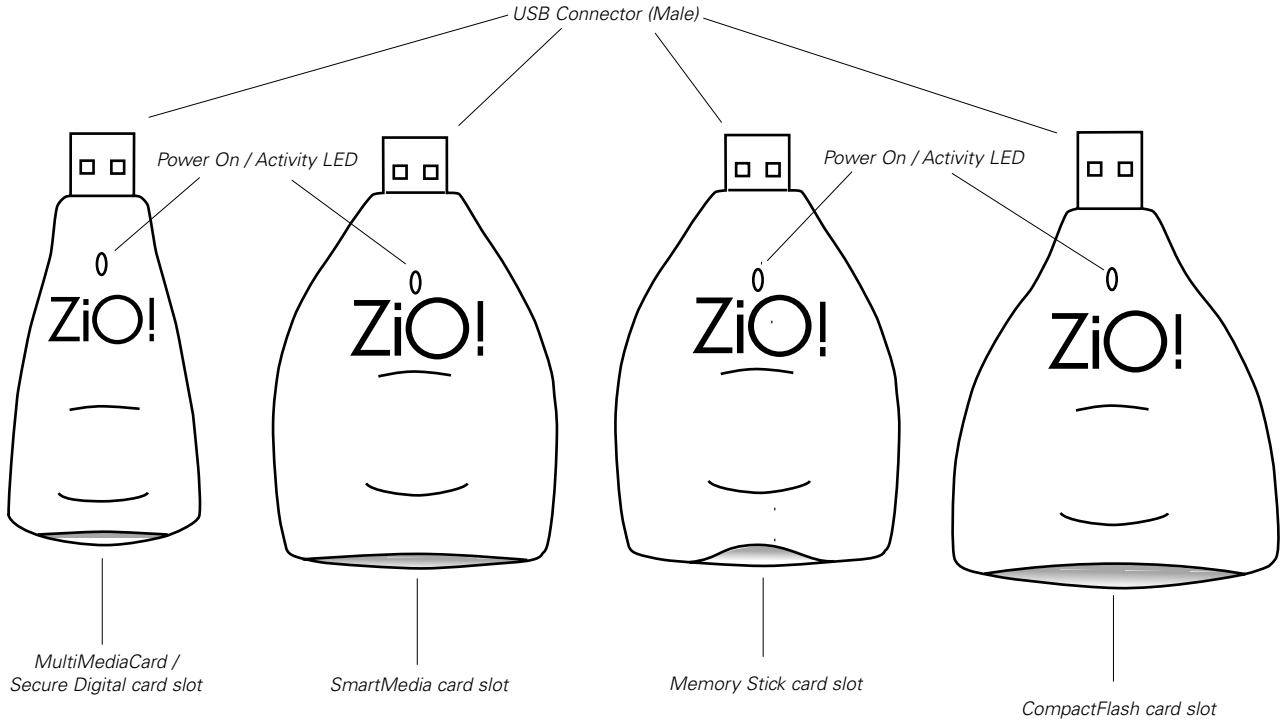
- Desktop or laptop PC compatible with an available USB port
- Windows® 98, 98 SE, 2000, Me, or XP
- CD-ROM Drive (for software installation when necessary)

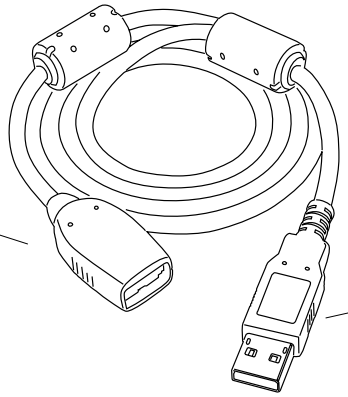
Macintosh:

- Macintosh computer with an available USB port
- Mac OS 8.6 or greater
- CD-ROM Drive (for software installation when necessary)

Parts of the Dazzle ZiO! Card Readers

ZiO! MultiMediaCard / Secure Digital Reader | **ZiO! SmartMedia Reader** | **ZiO! Memory Stick Reader** | **ZiO! CompactFlash Reader**





USB Extender Cable
(Included with each ZiO! card reader).

Female connector of USB extender cable (ZiO! USB plug can be connected here).

Male connector of USB extender cable (this plug can be connected to the USB port of your computer or hub).

Registering the Dazzle ZiO!

Thank you again for purchasing the Dazzle ZiO!. In order for us to better serve you, we encourage you to register your Dazzle ZiO! as soon as possible. There are several benefits to registering the Dazzle ZiO!:

1. Registering your Dazzle ZiO! entitles you to free periodic driver software updates when available.
2. Registering your Dazzle ZiO! entitles you to Technical Support from Dazzle.

There are three options for you to register the Dazzle ZiO!:

1. Register online at **www.Dazzle.com/support/prodreg.html** for instant registration.

   (or)

2. Complete and mail the included Registration Card to Dazzle.

   (or)

3. Complete and fax the included Registration Card to Dazzle at 203-483-5106.

USER'S MANUAL

ZiO!™

2 CONNECTING
to a Macintosh

Installation Overview

Installing the Driver Software

Connecting to a USB Port

Connecting to a USB Hub

Dazzle*

Installation Overview

The Dazzle ZiO! is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter.

Installing the Driver Software

IMPORTANT NOTE: *For the ZiO! MultiMediaCard / Secure Digital and ZiO! Memory Stick card readers, driver installation is only required for Mac OS 8.6 and* ***is not*** *required for Mac OS 9.x and greater. Driver installation is required for the ZiO! CompactFlash and SmartMedia readers.*

1. Start your Macintosh computer and close all open applications.
2. Insert the Dazzle Installation CD-ROM.
3. Double-click on the **"Dazzle Driver Installer"** Icon.
4. A splash screen will appear. Click "***Continue***."

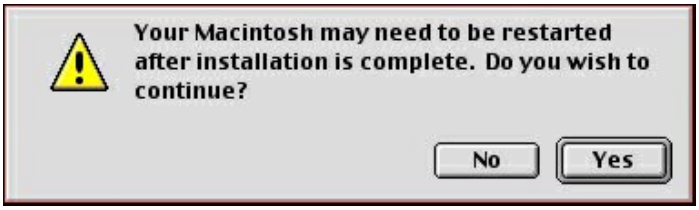
5. Another screen will appear containing the Software License Agreement. To agree to the terms of the License Agreement and proceed with the installation, click **"Agree".**

6. Select your ZiO! model from the list (as shown below) to install the appropriate drivers and then click "***Install***."

7. The Dazzle Logo window will appear. Click the **"Continue"** button to continue the installation**.**

8. A window will appear containing the Read Me. Read the contents of the Read Me window and click **"Continue".**

9. A dialog box (similar to the illustration below) will appear advising that you may have to restart your computer after installing the software, click "***Yes***" to continue. Your Macintosh will then begin performing the installation and a status bar will appear displaying the progress of the installation.



NOTE: the actual driver installation should take only a few seconds.

10. A final dialog box will appear advising that the software installation was completed successfully. Click the "***Restart***" button to restart your computer.

Congratulations! Driver installation is now complete. You may now connect the Dazzle ZiO! to your computer after restarting. Proceed to the next page for instructions on connecting the Dazzle ZiO!.

INSTALLATION NOTE: *If you attempt to attach the ZiO's USB connector to the USB port of your Macintosh or hub prior to installing the Dazzle ZiO! drivers you may receive the following (or a similar) message:*

Software needed for the USB device "eUSB SmartMedia Adapter" is not available. Would you like to look for the software on the Internet?
Cancel
OK

*If this occurs, click "**Cancel**", install the driver software from the installation CD-ROM, and then connect the ZiO!. For more information on attaching USB devices proceed to the section titled "Connecting to a USB Port" (page 13) or "Connecting to a USB Hub" (page 15).*

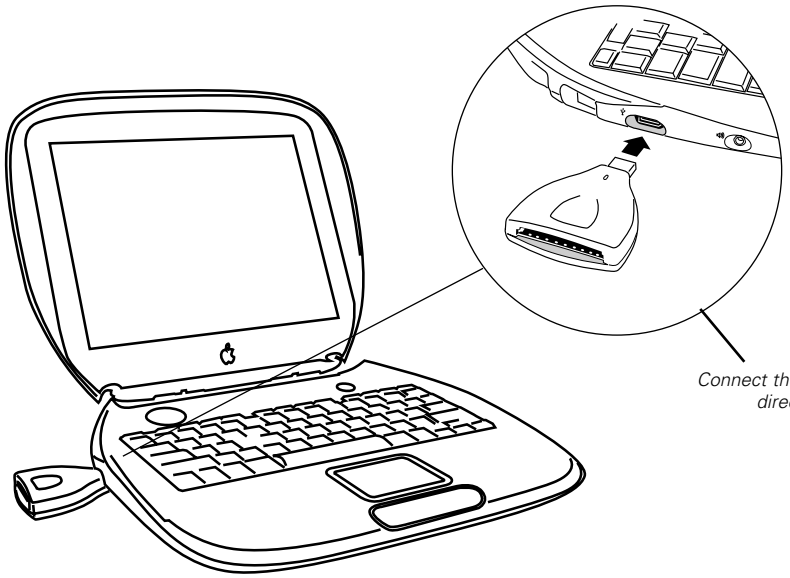
Connecting to a USB Port

1. **Connect the USB connector of the Dazzle ZiO! to the USB port of your Macintosh computer.** Use only the primary ports located on the back (G3, G4) or side (iMac, iBook) - do not use the USB port on the keyboard**.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to your USB port.

2. **Make sure the cable ends are firmly connected.** Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Dazzle ZiO!.

NOTE: The ZiO! may be connected to the computer while the computer is running.

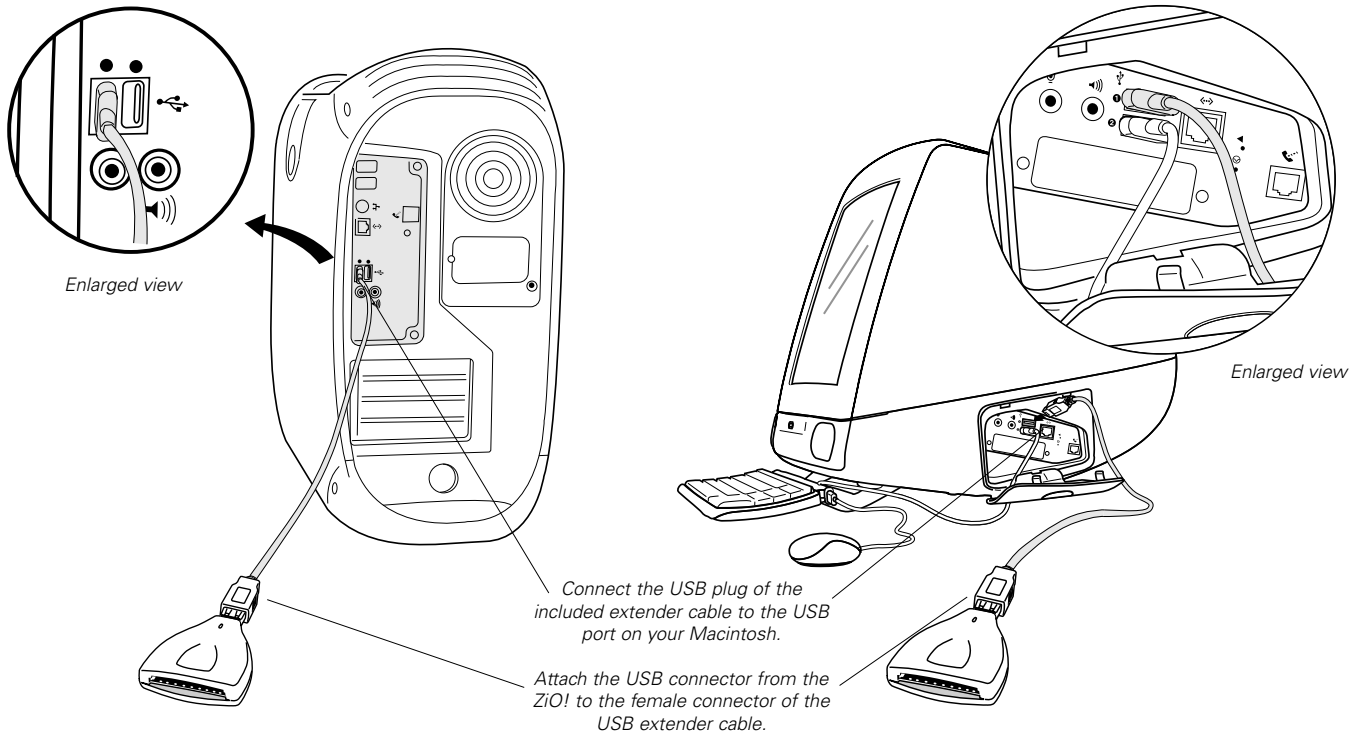
In the illustration below, the ZiO! connects directly to the USB port on your Macintosh. The ZiO! can also be connected using the included extender cable (see next page) so it can be positioned in more convenient locations.



Connect the USB plug of the ZiO! directly to the USB port on your Macintosh.

Connecting to a USB Port (continued)

The ZiO! can be connected directly to the USB port (as shown on the previous page) or by using the included extender cable (as shown below) so it can be positioned in more convenient locations. As shown in the illustrations below, attach the USB connector from the ZiO! to the female end of the USB extender cable. Then connect the USB plug of the USB extender cable to the USB port on your Macintosh.


Enlarged view
Enlarged view
Connect the USB plug of the included extender cable to the USB port on your Macintosh.
Attach the USB connector from the ZiO! to the female connector of the USB extender cable.

Connecting to a USB Hub

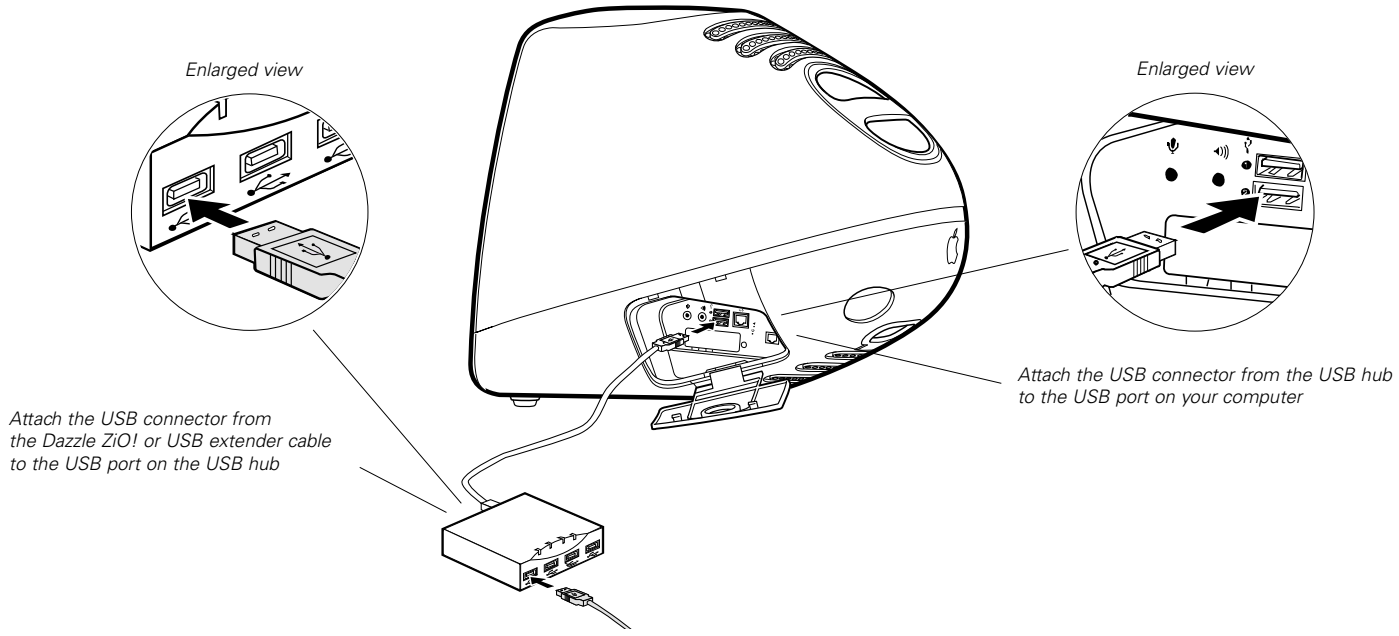
1. **Connect the USB hub (purchased separately) to the USB port on your Macintosh.**

   NOTE: Use only with a powered USB hub.

2. **Then connect the USB connector of the Dazzle ZiO! to a port on the USB hub.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the male end of the extender cable to a port on the USB hub.

   NOTE: The USB cable may be plugged into the computer or hub while the computer is running.

   IMPORTANT: *Make sure the cable ends are firmly connected. Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Dazzle ZiO!.*


Enlarged view
Enlarged view
Attach the USB connector from the USB hub to the USB port on your computer
Attach the USB connector from the Dazzle ZiO! or USB extender cable to the USB port on the USB hub

USER'S MANUAL

ZiO!™

3

CONNECTING
to a PC Compatible

Installing the Driver Software on Windows XP

Installing OnDVD on Windows XP

Installing the Driver Software and OnDVD Software on Windows 98, Me, and 2000

Connecting to a USB Port

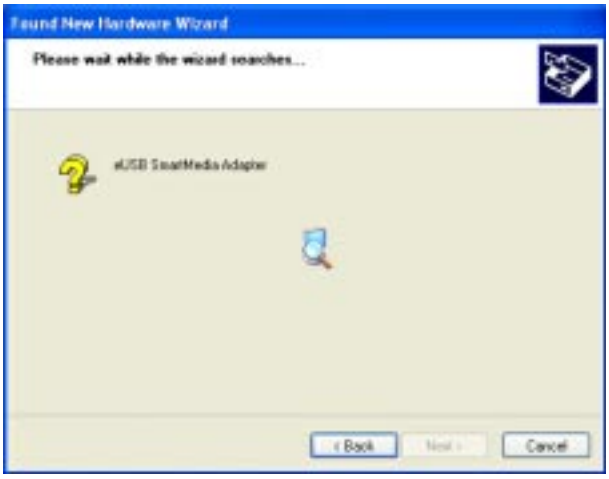
Connecting to a USB Hub

Dazzle*

Installing the Driver Software on Windows XP

IMPORTANT NOTE: For the MultiMediaCard/Secure Digital and MemoryStick ZiO! card readers, driver installation is not required for Windows XP. For the SmartMedia and CompactFlash ZiO! card readers, driver installation is required for Windows XP and is detailed below.

Driver Software Installation for CompactFlash and SmartMedia ZiO! on Windows XP



1. Connect your CompactFlash or SmartMedia ZiO! to the USB port on your computer or USB hub. Please refer to pages 27 and 28 for information on connecting your Dazzle ZiO!

2. The "Found New Hardware Wizard" will be displayed. The "Found New Hardware Wizard" will then ask "If your hardware came with an installation CD or floppy disk, insert it now."

3. Insert the Dazzle Installation CD into your CD-ROM drive. By default, "Install the software automatically (Recommended)" will be selected. Inserting the Dazzle Installation CD will continue the installation process. You **do not** have to select "Next" as the installation will proceed automatically.

4. Windows will automatically search for and install the ZiO! driver software.

5. Once Windows has installed the drivers, click **"Finish"** to complete the driver installation.

Congratulations! Driver software installation is now complete. Please refer to page 29 for information regarding product usage.

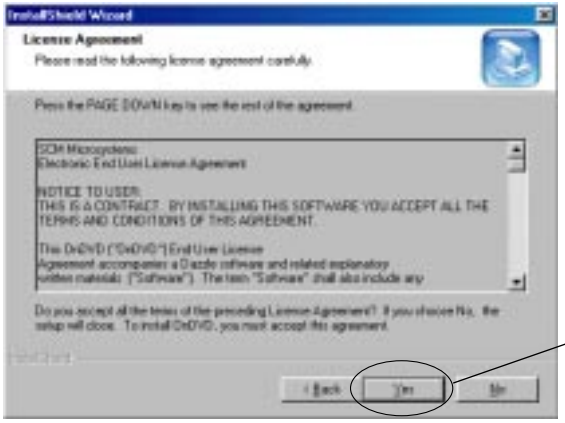
Installing OnDVD on Windows XP:

1. Insert the Dazzle Installation CD and close any open applications.

2. A menu will appear with several options. Select ***"Install Dazzle OnDVD"*** from the menu to begin the installation.

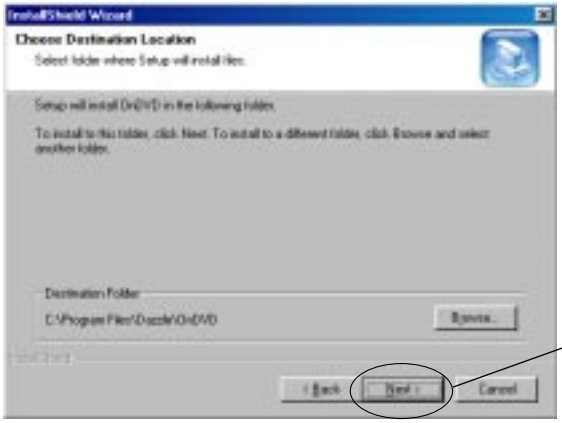
*Click **Next***

3. At the OnDVD Welcome screen, click ***"Next"*** to continue the installation.



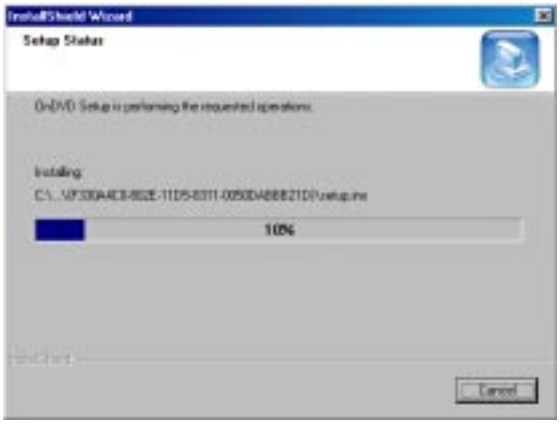
*Click **Yes***

4. Read the License Agreement. To agree to the terms of the License Agreement and continue with the OnDVD installation, click ***"Yes"*** as shown on the left.



*Click **Next***

5. Click ***"Next"*** to install OnDVD into the default location of your computer.



6. OnDVD will begin the installation operation displaying a status box as shown on the left.

InstallShield Wizard
InstallShield Wizard Complete
Yes, I want to restart my computer now.
No, I will restart my computer later.
Remove any disks from their drives, and then click Finish to complete setup.
< Back
Finish
Cancel

*Click **Finish***

7. Click ***"Finish"*** to complete the OnDVD installation and restart your computer.

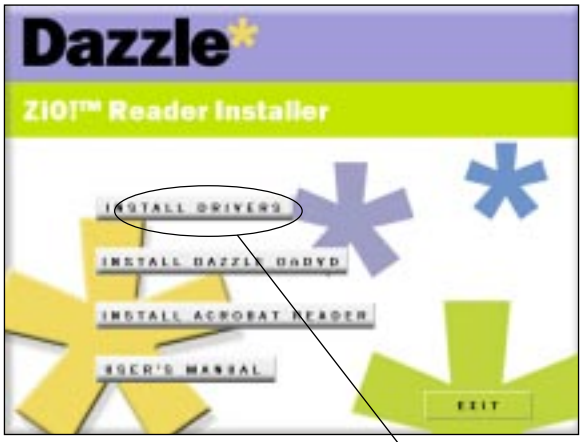
Congratulations! The Dazzle OnDVD software installation is now complete.

Installing the Driver Software and OnDVD Software on Windows 98, Me and 2000

The Dazzle ZiO! is relatively easy to install and operate. To avoid complications during the installation process, please follow the steps in order as described in this chapter. Before connecting and using the Dazzle ZiO!, you must first install the driver software located on the accompanying Dazzle Installation CD.

IMPORTANT NOTE: For the ZiO! MultiMediaCard/Secure Digital and Memory Stick readers, driver installation is only required for Windows 98/98 SE and **is not** required for Windows 2000/Me. You may install both the Dazzle OnDVD Software as well as Acrobat Reader software from the installation menu without installing the driver software. Driver installation is required for the ZiO! SmartMedia and CompactFlash readers.

NOTE: The screenshots below may vary slightly from those on your computer.



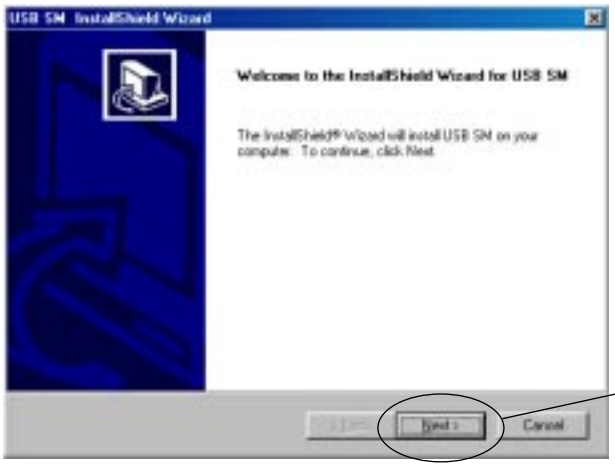
*Click **Install Drivers**.*

1. Start your computer running Windows 98, 2000, or Me. Please close any open applications. Insert the Dazzle Installation CD.

The auto run program will then launch the setup application automatically. If the installer does not begin automatically, double-click on "***My Computer.***" Next double-click on the drive corresponding to your CD-ROM, then double-click on the "***Setup.exe***" file to begin.

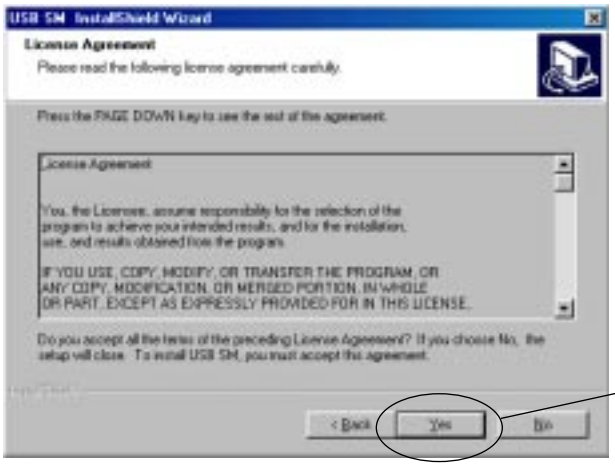
2. A menu will appear with several options (as shown on the top left). Select "***Install Drivers***" from the first menu. NOTE: from this menu you can also install Acrobat Reader, the Dazzle OnDVD software, as well as view the User's Manual.

3. On the next screen (as shown on left), select the ZiO! model you purchased from the four models displayed. (CompactFlash, MultiMediaCard/ Secure Digital, SmartMedia and Memory Stick).


USB SM InstallShield Wizard
Welcome to the InstallShield Wizard for USB SM
The InstallShield® Wizard will install USB SM on your computer. To continue, click Next.
< Back
Next >
Cancel

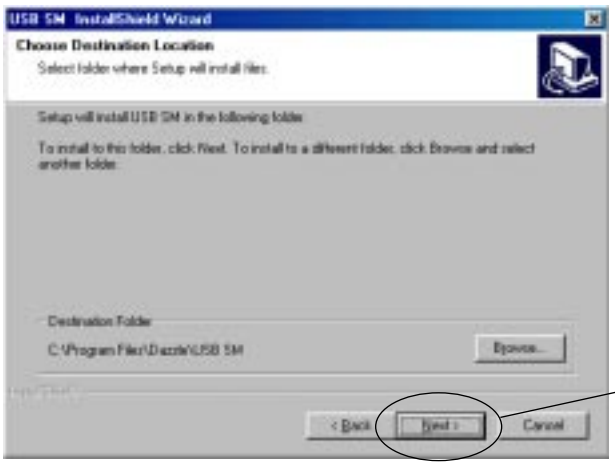
*Click **Next**.*

5. After a few moments the setup program displays a dialog box similar to the one as shown on left. Click ***"Next."***


USB SM InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
License Agreement
You, the Licensee, assume responsibility for the selection of the program to achieve your intended results, and for the installation, use, and results obtained from the program.
IF YOU USE, COPY, MODIFY, OR TRANSFER THE PROGRAM, OR ANY COPY, MODIFICATION, OR MERGED PORTION, IN WHOLE OR PART, EXCEPT AS EXPRESSLY PROVIDED FOR IN THIS LICENSE,
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install USB SM, you must accept this agreement.
< Back
Yes
No

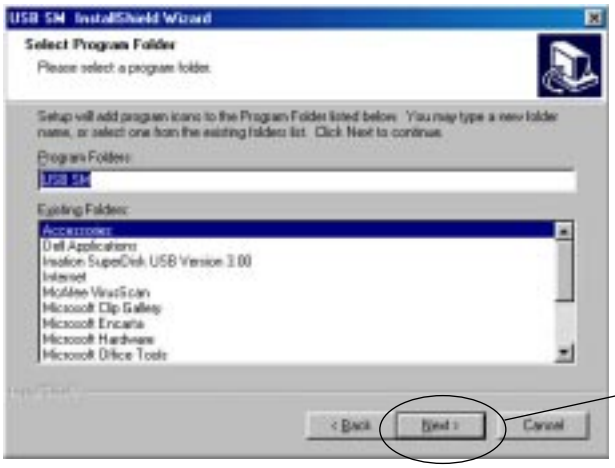
*Click **Yes**.*

6. Read the license agreement. To agree to the terms and continue with the installation, click ***"Yes"*** as shown on the left.


USB SM InstallShield Wizard
Choose Destination Location
Select folder where Setup will install files.
Setup will install USB SM in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Dazzle\USB SM
Browse...
< Back
Next >
Cancel

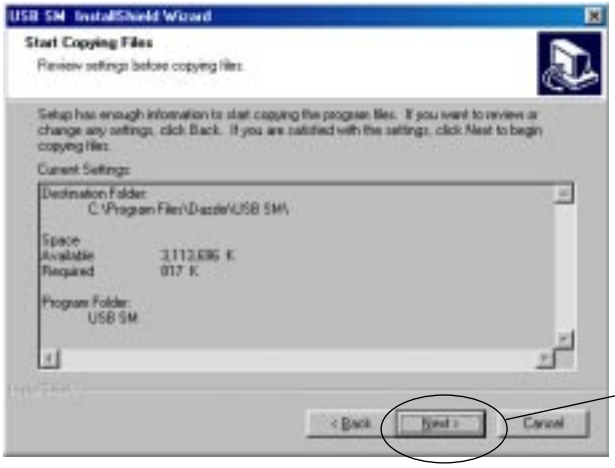
*Click **Next**.*

7. Click ***"Next,"*** to install the drivers to the default location on your computer.


USB SM InstallShield Wizard
Select Program Folder
Please select a program folder.
Setup will add program icons to the Program Folder listed below. You may type a new folder name, or select one from the existing folders list. Click Next to continue.
Program Folders:
USB SM
Existing Folders:
Accessories
Dell Applications
Iomega SuperDisk USB Version 3.00
Internet
McAfee VirusScan
Microsoft Clip Gallery
Microsoft Encarta
Microsoft Hardware
Microsoft Office Tools
< Back
Next >
Cancel

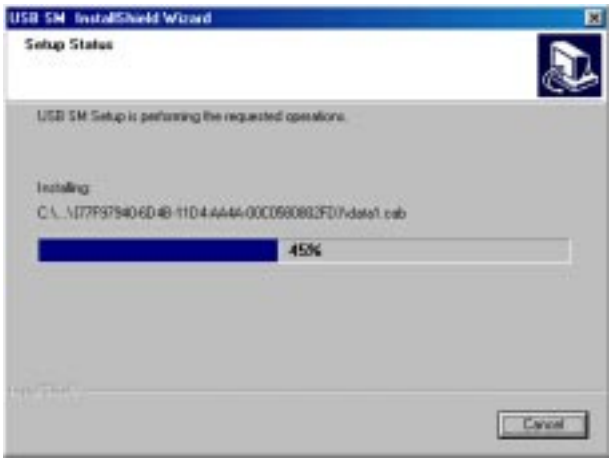
*Click **Next**.*

8. Click ***"Next"*** to accept the default program folder that will be installed for your ZiO!.


USB SM InstallShield Wizard
Start Copying Files
Review settings before copying files.
Setup has enough information to start copying the program files. If you want to review or change any settings, click Back. If you are satisfied with the settings, click Next to begin copying files.
Current Settings:
Destination Folder:
C:\Program Files\Dazzle\USB SM\
Space
Available 3,113,696 K
Required 817 K
Program Folder:
USB SM
< Back
Next >
Cancel

*Click **Next**.*

9. An overview of the installation will appear. Click ***"Next"*** to continue the installation.



10. You will then see a status window advising the progress of the current installation (as shown on the left).

*Click **Next**.*

11. A dialog box will appear asking if you would like to read the included "Read Me" file. To view the Read Me, click ***"Next."*** A new window containing the Read Me will open. When finished viewing the file close the window. If you choose not to view the Read Me, deselect the check box near "Yes I want to view the Read Me file" and click ***"Next."***

*Click **Finish***

12. Click ***"Finish"*** to complete the driver software installation.

NOTE: When installing the SmartMedia ZiO! on Windows 2000, after the driver software installation is complete, you will be prompted to select either "Yes, I want to restart my computer now", or "No, I will restart my computer later". If you wish to install the Dazzle OnDVD software it will be necessary to select "No, I will restart my computer later". If you do not wish to install the Dazzle OnDVD software simply selecting **"Yes, I want to restart my computer now"** will suffice.

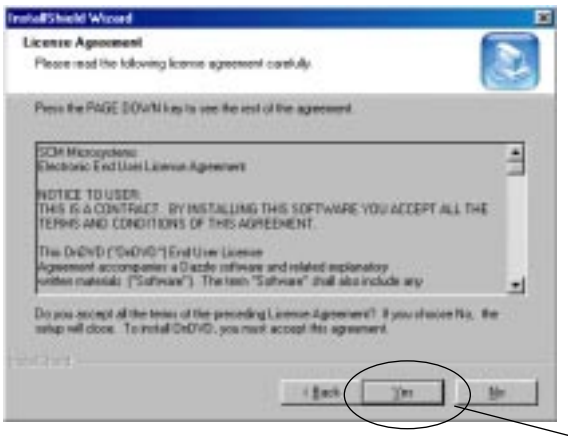
13. If you wish to install the Dazzle OnDVD bonus software, click **"Install Dazzle OnDVD Software".**

If you choose not to install the Dazzle OnDVD software, click **"Exit"**. Restart your computer once the installation is complete. Refer to page 27 for information on connecting your Dazzle ZiO!

InstallShield Wizard
Welcome to the InstallShield Wizard for OnDVD
The InstallShield® Wizard will install OnDVD on your computer. To continue, click Next.
Next >
Cancel

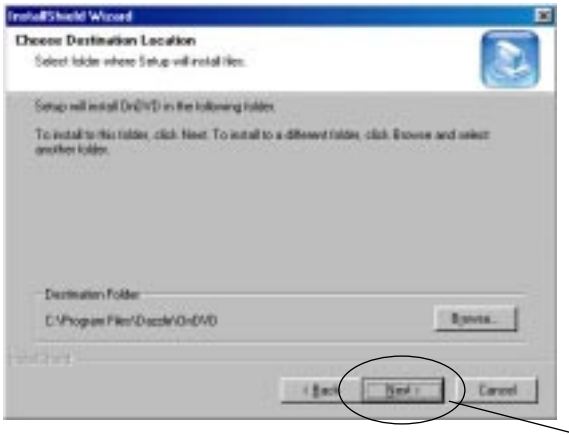
*Click **Next**.*

14. At the OnDVD welcome screen, click **"Next"** to continue the installation.


InstallShield Wizard
License Agreement
Please read the following license agreement carefully.
Press the PAGE DOWN key to see the rest of the agreement.
SCM Microsystems
Electronic End User License Agreement
NOTICE TO USER:
THIS IS A CONTRACT. BY INSTALLING THIS SOFTWARE YOU ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT.
This OnDVD ("OnDVD") End User License Agreement accompanies a Dazzle software and related explanatory written materials ("Software"). The term "Software" shall also include any
Do you accept all the terms of the preceding License Agreement? If you choose No, the setup will close. To install OnDVD, you must accept this agreement.
< Back
Yes
No

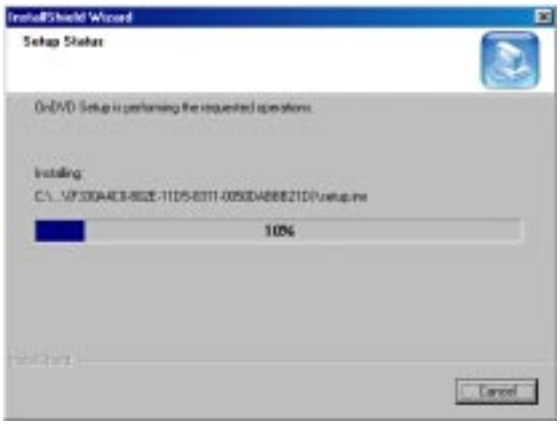
*Click **Yes***

15. Read the license agreement. To agree to the terms of the license agreement and continue with the OnDVD installation, click **"Yes"** as shown on left.


InstallShield Wizard
Choose Destination Location
Select folder where Setup will install files.
Setup will install OnDVD in the following folder.
To install to this folder, click Next. To install to a different folder, click Browse and select another folder.
Destination Folder
C:\Program Files\Dazzle\OnDVD
Browse...
< Back
Next >
Cancel

*Click **Next***

16. Click **"Next"**, to install OnDVD to the default location on your computer.



*Click **Finish***

17. OnDVD will begin the installation operation displaying a status box as shown on left.

18. Click **"Finish"** to restart your computer.

NOTE: The OnDVD bonus software may be installed at any time by inserting the Dazzle Installation CD and selecting **"Install Dazzle OnDVD"** from the first menu.

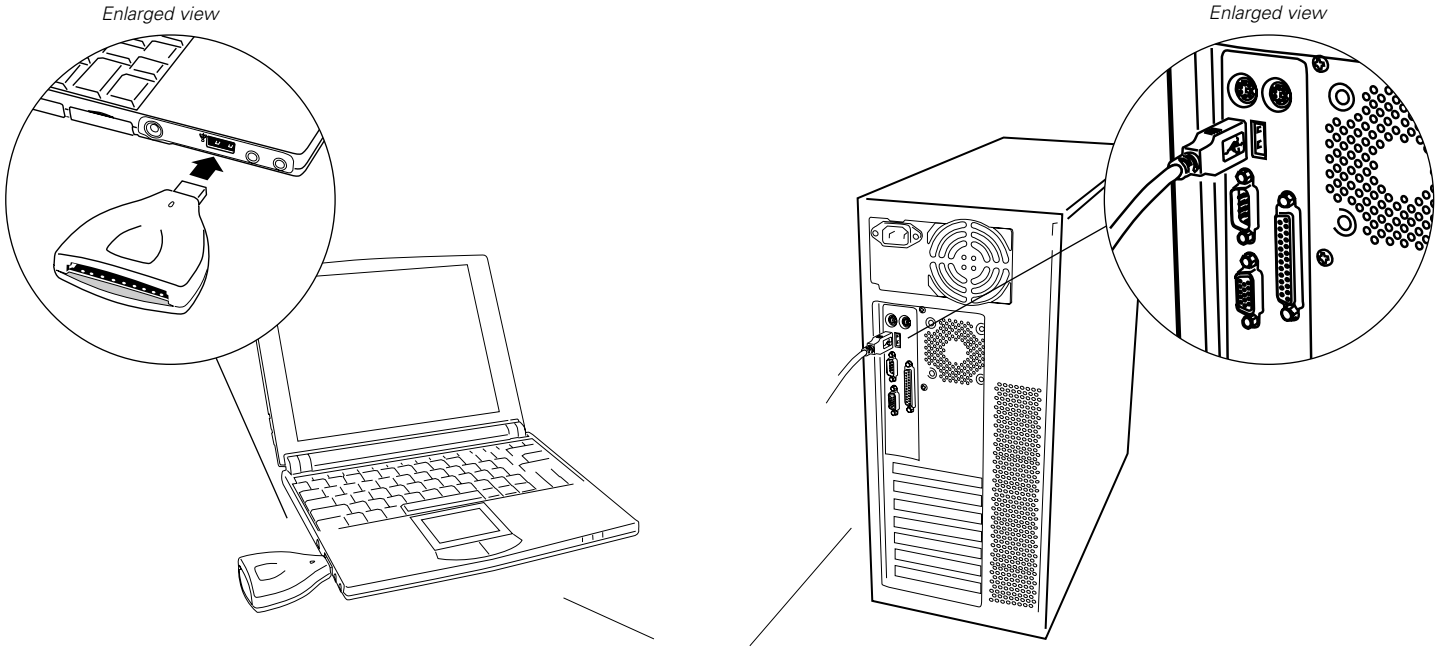
Congratulations! The installation is now complete. You may now connect the Dazzle ZiO! to your computer after restarting. Proceed to the next page for instructions on connecting the Dazzle ZiO!.

Connecting to a USB Port

1. **Connect the USB connector of the Dazzle ZiO! to the USB port on your computer.** If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to your USB port.

   NOTE: The ZiO! may be connected to the computer while the computer is running.

2. **Make sure the cable ends are firmly connected.** Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Dazzle ZiO!.



Attach the USB connector from the Dazzle ZiO! or USB extender cable to the USB port on your computer.

Connecting to a USB Hub

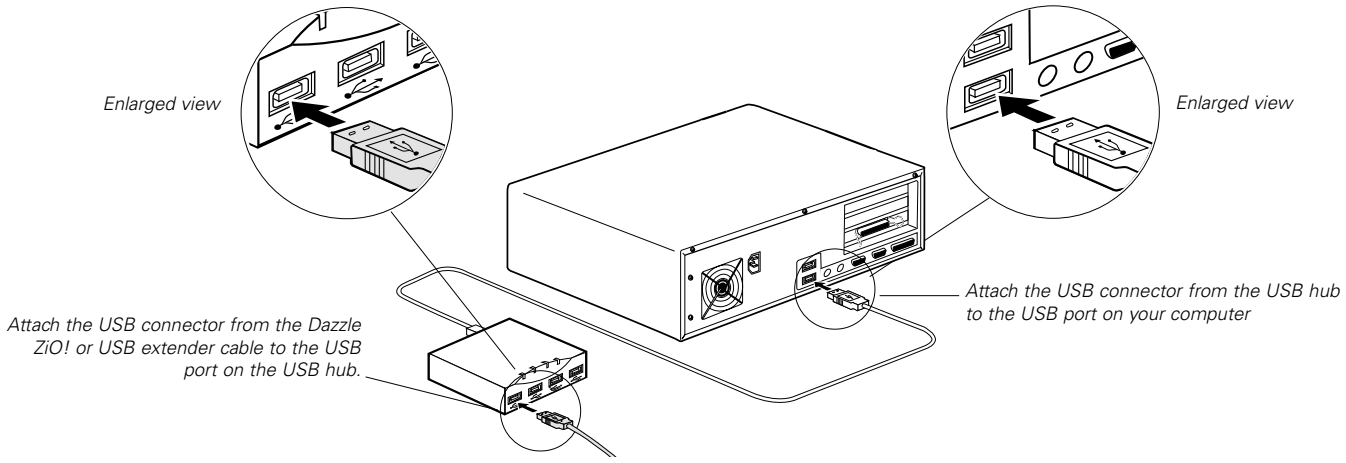
1. **Connect the USB hub (purchased separately) to your computer's USB port.**

   NOTE: Use only with a powered USB hub.

2. **Then connect the USB connector of the Dazzle ZiO! to a port on the USB hub.**
   If necessary, connect the ZiO! first to the included USB extender cable, then connect the other end of the extender cable to a port on the USB hub.

   NOTE: The USB cable may be plugged into the computer or hub while the computer is running.

   IMPORTANT: *Make sure the cable ends are firmly connected. Be careful not to confuse the upper and lower parts of the connector. Do not force connections, as this may damage the computer or the Dazzle ZiO!.*


Enlarged view
Enlarged view
Attach the USB connector from the Dazzle ZiO! or USB extender cable to the USB port on the USB hub.
Attach the USB connector from the USB hub to the USB port on your computer

USER'S MANUAL

ZiO!™

4 HOW TO USE
the Dazzle ZiO!

Digital Media Card Compatibility

Inserting a SmartMedia Card

Inserting a CompactFlash Card

Inserting a MultiMediaCard or Secure Digital Card

Inserting a Memory Stick Card

Mounting and Accessing a Card (Macintosh)

Formatting Cards (Macintosh)

Removing a Card (Macintosh)

Inserting and Accessing a Card (PC)

Formatting Cards (PC)

Removing a Card (PC)

Dazzle*

This section describes the operation relating to the Dazzle ZiO! and digital media cards. To avoid complications while attempting to use your Dazzle ZiO!, Dazzle recommends reading this entire chapter. For installation information, refer to *"Chapter 2: Connecting to a Macintosh"* (page 9) or *"Chapter 3: Connecting to a PC Compatible"* (page 16).

Digital Media Card Compatibility

The Dazzle ZiO! is a card reader/writer available in four different models - ZiO! CompactFlash, ZiO! MultiMediaCard / Secure Digital, ZiO! SmartMedia, and ZiO! Memory Stick.

- The SmartMedia ZiO! is only compatible with 3.3 Volt SSFDC format cards. The SmartMedia ZiO! can accept SmartMedia cards in current capacities of up to 128MB.
- The CompactFlash ZiO! is compatible with all current CompactFlash cards available on the market, as well as cards in the CFII and CF+ Type II formats, such as the IBM Microdrive™.
- The MultiMediaCard / Secure Digital ZiO! is compatible with most brands of MultiMediaCard and Secure Digital card formats.
- The Memory Stick ZiO! is compatable with both Memory Stick and MagicGate™ Memory Stick.

NOTE: Secure mode of Sony MagicGate is not supported.

Inserting a SmartMedia Card

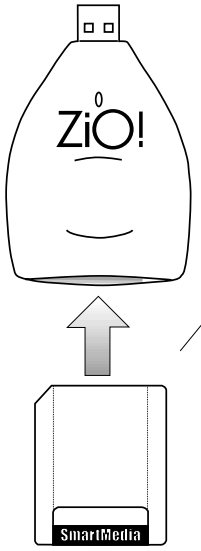
1. Position the SmartMedia card in the direction as shown in the illustration on the next page.
2. Insert the card into the slot with the gold contact facing down. **Gently** push the card in all the way until the card is fixed in place.

WARNING: *Be careful not to insert the SmartMedia card in the wrong direction. Be sure to insert the SmartMedia with the gold contacts facing down. If it is forced in, the ZiO! or the SmartMedia may be damaged, or data on the card may be lost or corrupted. If the computer is not recognizing the media, or if it does not fit correctly, re-orientate the media and try reinserting it.*

Inserting a SmartMedia Card (continued)

Insert the SmartMedia card as shown in the illustration below. The Dazzle ZiO! can only accept 3.3V SmartMedia cards. Notice the notched corner of the SmartMedia card. The location of the notch for a 3.3V SmartMedia card will appear on the right-hand side when you are looking directly at the gold contacts from the top - refer to the illustration at the bottom of the page. Flip the card over and be sure to ***insert the (3.3V) SmartMedia card with the gold contacts facing down*** *(therefore the notch will now be located on the left when the gold contacts are face down).*

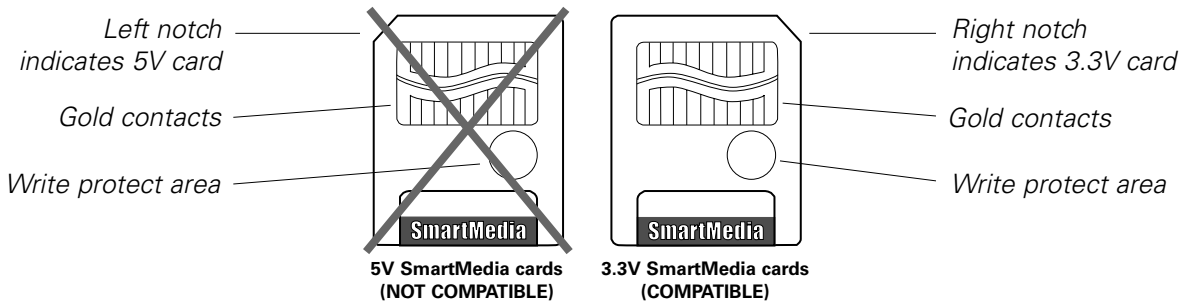
IMPORTANT NOTE: ***5V SmartMedia cards are not supported with the ZiO! SmartMedia card reader.***



Insert card with the notched corner head first and the gold contacts face down.

NOTE *As shown on the left, you should not see the gold contacts or write protect area when inserting the card with the ZiO's! label facing up.*

SmartMedia Card Comparison *(view of cards from top)*



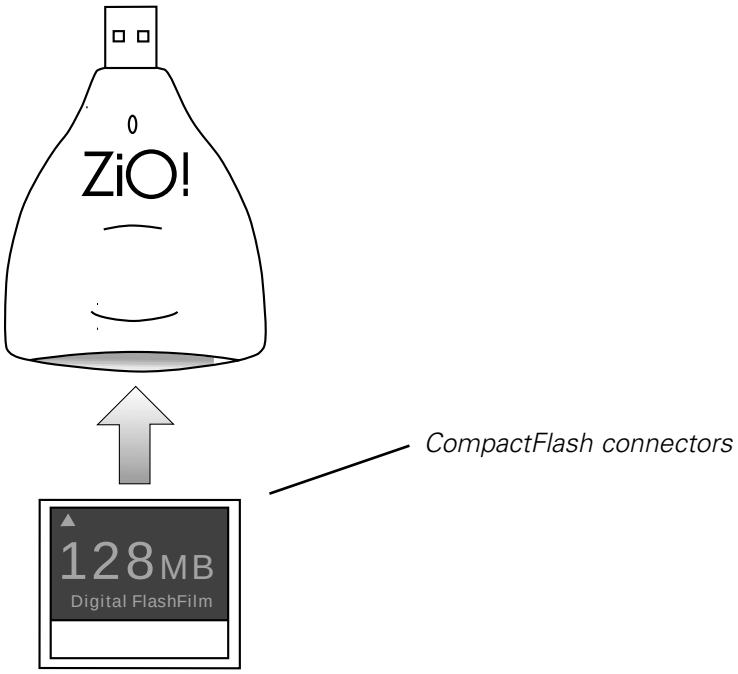
Inserting a CompactFlash Card

1. Position the CompactFlash card in the direction as shown in the illustration below.

2. Insert the card being certain of the orientation - all leading manufacturers of CompactFlash cards adhere to a specification requiring a positive keying of the card. Gently push the card in all the way until the card is locked in place. The card will slide in on the molded rails and a slight amount of resistance will be felt as the connectors make contact. This is normal.

WARNING: *Be careful not to insert the CompactFlash card in the wrong direction - be sure the connectors are facing inward and the card is not inserted upside down. If it is forced in, the ZiO! or CompactFlash card may be damaged or data on the card may be lost or corrupted.*

IMPORTANT: *If excessive force is required or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead, call Dazzle's Technical Support number for assistance.*



Inserting a MultiMediaCard or Secure Digital Card

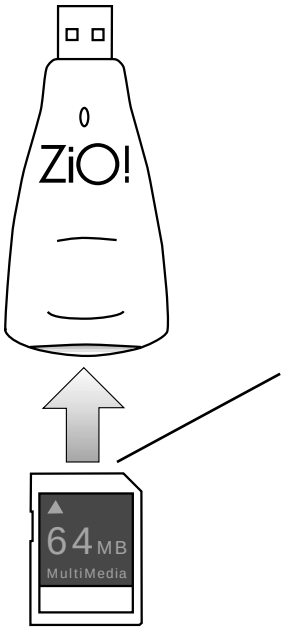
1. Position the card in the direction as shown in the illustration below.

2. Insert the card into the slot with the gold contacts facing down. **Gently** push the card in all the way until the card is fixed in place.

IMPORTANT: *Notice the notched corner of the MultiMediaCard or Secure Digital card and be careful not to insert the MultiMediaCard / Secure Digital card in the wrong direction. To insert properly, be sure that the card is positioned so that the recessed notch is located on the upper right corner. You* ***should not*** *see the gold contacts of the card when inserting it into the slot. When inserted properly, the gold contacts will be located underneath the card as you look at it from the top.*

WARNING: *Insert the card gently. If it is forced in, the ZiO!, or the actual card may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead call Dazzle's Technical Support number for assistance.*

NOTE: *To utilize advanced features of Secure Digital cards as well as locking and encryption features, please refer to the documentation provided with your Secure Digital card or host device.*



Position the card as shown.

NOTE: *The recessed notch should be located in the upper right corner of the card when inserting the card into the ZiO!*

Inserting a Memory Stick Card

1. Position the Memory Stick in the direction as shown in the illustration below.

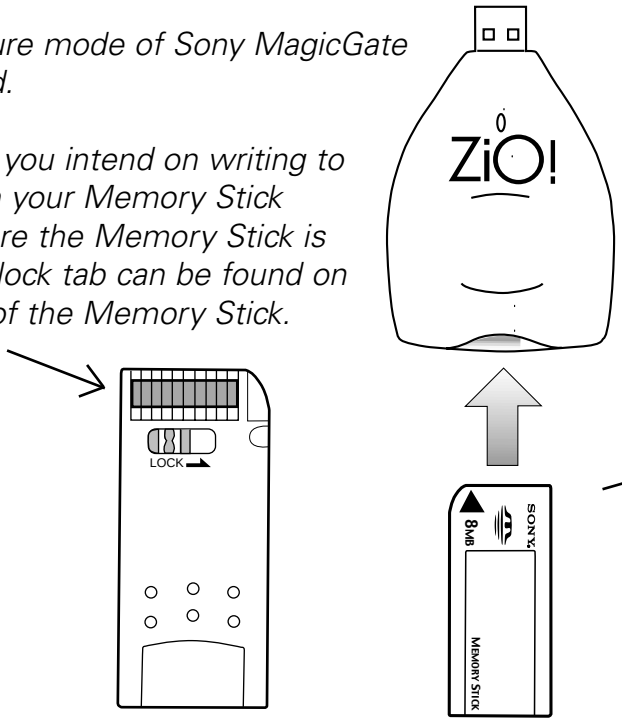
2. Insert the Memory Stick into the slot with the gold contacts facing down. **Gently** push the Memory Stick in all the way until the card is fixed in place.

IMPORTANT: *Notice the rounded corner of the Memory Stick card and be careful not to insert the Memory Stick in the wrong direction. To insert properly, be sure that the card is positioned so that the rounded corner is in the upper left corner. You* ***should not*** *see the gold contacts of the Memory Stick when inserting it into the slot. When inserted properly, the gold contacts will be located underneath the card as you look at it from the top.*

WARNING: *Insert the Memory Stick gently. If it is forced in, the ZiO! or the Memory Stick may be damaged, or data on the card may be lost or corrupted. If excessive force is required, or the card just doesn't seem to fit, do not attempt to force the card in the reader, instead call Dazzle's Technical Support number for assistance.*

NOTE: *The secure mode of Sony MagicGate is not supported.*

IMPORTANT: *If you intend on writing to or deleting from your Memory Stick media, make sure the Memory Stick is not locked. The lock tab can be found on the under side of the Memory Stick.*



Position the card as shown.

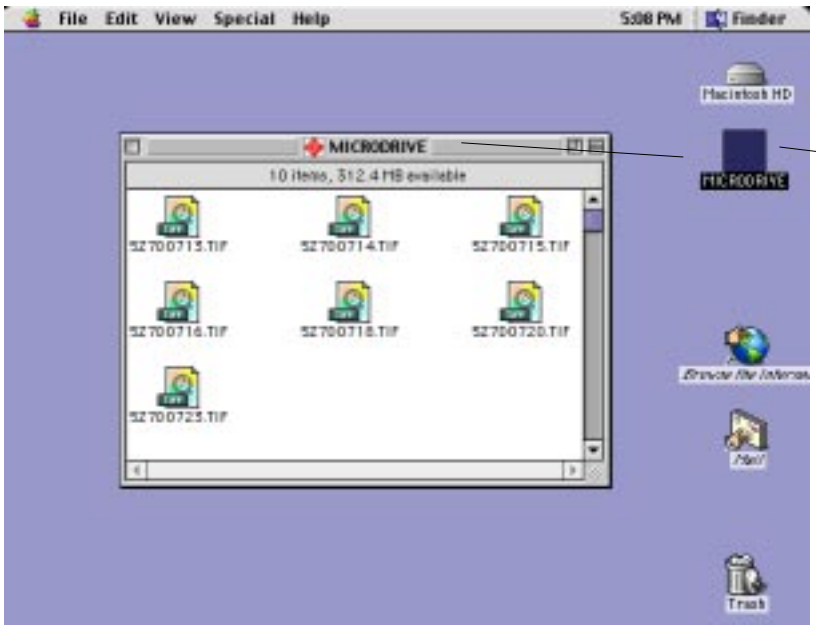
NOTE: *The rounded corner should be located in the upper left corner of the card as it is inserted.*

Mounting and Accessing a Card (Macintosh)

After a card is inserted on a Macintosh computer, a distinct icon will appear on the Mac OS desktop. This is the "mounted" state, which enables read and write operations for the card. The time required between card insertion and mounting depends on the type and brand of card. Usually, a card can be mounted and accessed within a few seconds.

When a card is mounted, it can be used in the same fashion as a floppy disk or other type of removable disk. Double-click the icon to open it's respective file window. For example, in the screen shot below - an IBM 340MB Microdrive was inserted into the CompactFlash ZiO!. By double-clicking on the Microdrive icon you will see it contains 10 high resolution TIF images taken on a professional digital camera. The images stored on this Microdrive can be copied, opened, edited, deleted, and so forth. With the Dazzle ZiO!, audio and video files, cell phone databases, and more can now be shared easily between your digital device (camera, cell phone, MP3 player, etc) and your Macintosh.

IMPORTANT: *Be sure you have installed the Dazzle ZiO! drivers prior to attempting to operate the Dazzle ZiO!. Also be sure the Apple "File Exchange" control panel is set to load in your system folder - you can activate it using the Apple "Extensions Manager" control panel.*



Removable Disk Icon (example shown representing: IBM 340MB Microdrive)

NOTE: *Files contained within a card can be accessed by double-clicking on the cards respective icon.*

Formatting Cards (Macintosh)

There may be instances where you may wish to format a card in the Dazzle ZiO! rather than in the original digital device (camera, MP3 player, etc.). There may also be times when you may be required or prompted to format your card. As such, please read the information in this section for information on formatting CompactFlash, MultiMediaCard / Secure Digital, SmartMedia, and Memory Stick cards.

WARNING: *Formatting a card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a backup copy on your hard drive, CDR drive, or other type of removable media.*

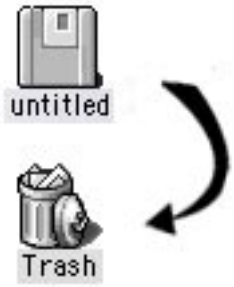
NOTE: Screenshots below may vary slightly from those on your computer.

1. Select the "**Erase Disk**" command in the "Special" menu (as shown below).

2. As formatting a card will completely erase any data currently stored on the card, a dialog box will appear asking if you wish to completely erase the card as shown below. Click "**Erase**" to begin formatting the card. Or, click "**Cancel**" if you do not wish to format the card.

Removing a Card (Macintosh)

1. Make sure that the "Access/Power" indicator is not flashing. The access indicator will flash when data is being read or written on the card. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.



Drag the card icon to the trash. The card icon will disappear and a dialog box similar to the one below will appear.

2. Drag the card icon and drop it onto the trash icon as shown above. The card icon will disappear from the desktop. A dialog box similar to the one below will appear. It is now safe to remove the card. To remove a card, grasp the end of the card with your thumb and index fingers, and remove the card from the slot.

WARNING: *Do not remove a mounted card without first dragging the card icon to the trash. You may risk the chance of corrupting data stored on your card if removed improperly. If removed improperly, a warning message may appear on the screen - warning you that the media was not properly ejected.*

Inserting and Accessing a Card (PC)

With a PC compatible computer, running Windows (98, 2000, Me or XP), an icon will appear under "My Computer" as a "Removable Disk" with a newly assigned drive letter (see the illustration below) . Double-click on the icon to open the drive. If media is not inserted while double-clicking the icon, the message "Device not ready" or "Please Insert a Disk" will appear. Insert a card and try accessing the drive again. Once you have opened the drive, the contents of the media card will be displayed. This is how you will access the images or data stored on your media.

NOTE: Digital cameras will usually create a folder or folders on the digital media card which will contain your digital images. To access the digital images, you must first open the folder(s) and click on the icon(s) representing the digital image(s) you wish to view.

Formatting Cards (PC)

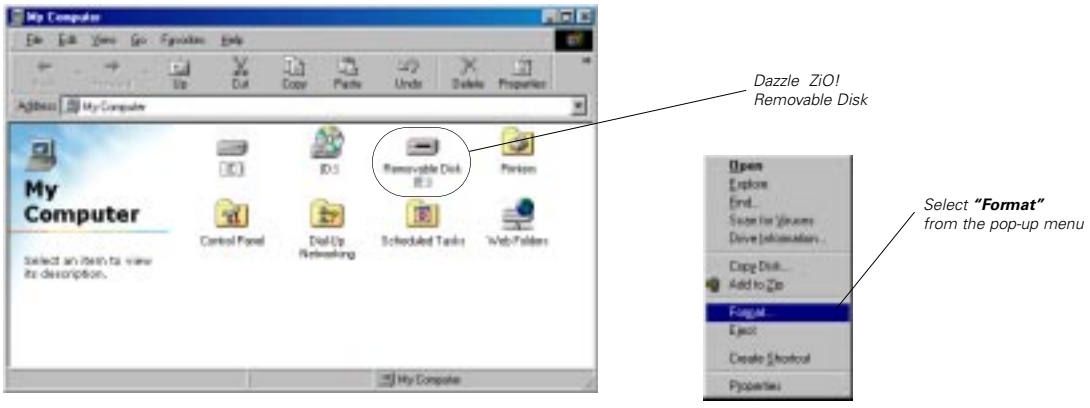
There may be instances where you may wish to format a card in the Dazzle ZiO! rather than in your original digital device or when the format option is not present. There may also be times when you may be required or prompted to format your card. As such, please read the information in this section for information on formatting cards.

WARNING: *Formatting a CompactFlash, SmartMedia, MultiMediaCard / Secure Digital, or Memory Stick card will completely erase all data currently stored on the card. If there are important images or files you wish to safeguard for later use, make a backup copy on your hard drive, CD-R drive, or other type of removable media.*

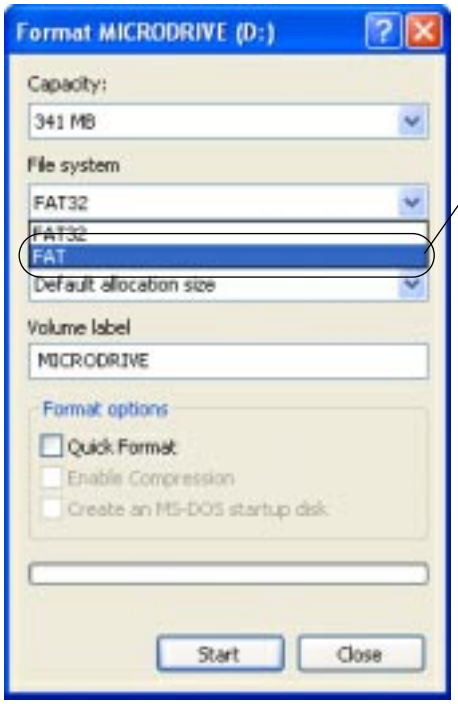
Formatting CompactFlash, MultiMediaCard, Secure Digital, SmartMedia, or Memory Stick cards:

NOTE: If you have not installed the driver software and/or formatting utility for your ZiO! reader or if driver installation is not required; you may format the media using the standard Windows operating system format option only.

This can be done by right-clicking the **"Removable Disk"** icon (drive letter will also be assigned) located in "My Computer" and selecting **"Format"** from the pop-up window. Follow instructions as prompted. Formatting your media using the standard Windows format option conforms only to Windows operating system specifications.



IMPORTANT NOTE: When formatting your media on Windows XP using the Dazzle ZiO!, select **"FAT"** from the "File System" drop-down menu. This will ensure that your media will be properly formatted for use in digital cameras as well as other digital devices requiring the "FAT" file system.



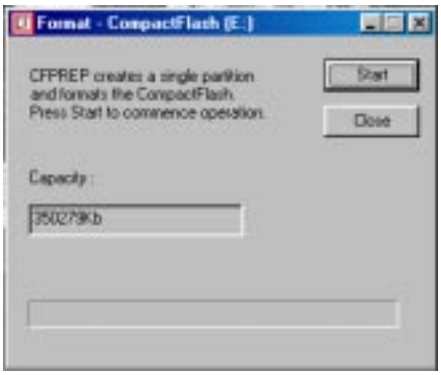
*Select **"FAT"** from the "File System" drop-down menu.*

If you have installed the driver software and/or formatting utility for your ZiO! reader, proceed with format using the following steps:

1. Click on the **"Start"** button located in the lower left hand corner of your desktop and select **"Programs"**, or **"All Programs"** under Windows XP, from the pop-up menu.

2. This will display a list of the programs installed on your computer. From the list of programs select your ZiO! reader. Depending on which ZiO! you have purchased and installed, the listings will be different. For example, if you have installed the ZiO! CompactFlash, select **"USB-CF"** from the programs list.

3. Once you have selected your ZiO! model you will notice there is a media prep utility for that specific media type (i.e. CFPREP for CompactFlash, SMPREP for SmartMedia, CARDPREP for MultiMediaCard and Secure Digital, and MSPREP for Memory Stick). Select the media prep utility that pertains to your model ZiO!. You will see a message similar to one of the examples shown below.

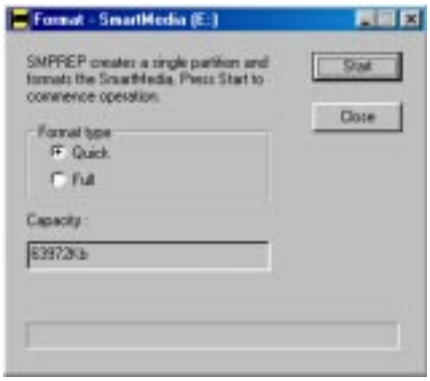


ZiO! - CompactFlash format screen:

The CFPREP utility will create a single formatted partition on your CompactFlash card - no other formatting options are available.

ZiO! - MultiMediaCard / Secure Digital format screen:

The CARDPREP utility for your MultiMediaCard or Secure Digital cards, provides two format options. In general, select the "DOS FAT" option to format your card. However, in some instances owners of MP3 players may be required to format a card in "ROS MP3" format. Consult the manufacturer of your MP3 device to find out if it uses this file format.



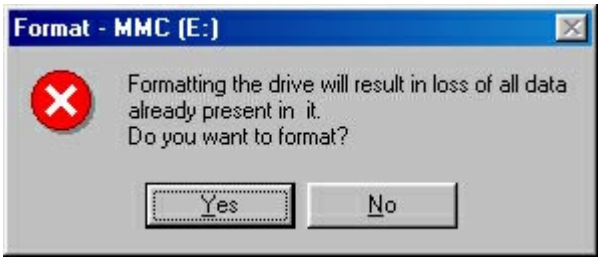
ZiO! - SmartMedia format screen:

The SMPREP utility provides two format options for your SmartMedia card. The "Quick" format option is selected by default, and recommended for general use to erase data on your SmartMedia card. If you experience problems with your SmartMedia, you may wish to select the "Full" format option to completely erase and scan your SmartMedia card for any bad data blocks.

ZiO! - Memory Stick format screen:

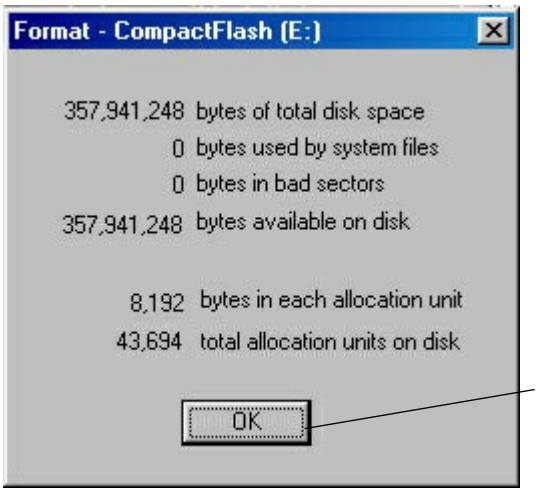
The MSPREP utility provides two format options for your Memory Stick card. The "Quick" format option is selected by default, and recommended for general use to erase data on your Memory Stick, if you experience problems with your Memory Stick you may wish to select the "Full" format option to completely erase and scan your Memory Stick for bad data blocks.

4. Click **"Start".** A dialog box similar to the example shown below will appear warning that you are about to erase everything on the media.



5. Click **"YES"** to proceed. This will format the media, bringing up a format status screen until the format completion.

6. Click **"OK".** Formatting is now complete.


Format - CompactFlash (E:)
357,941,248 bytes of total disk space
0 bytes used by system files
0 bytes in bad sectors
357,941,248 bytes available on disk
8,192 bytes in each allocation unit
43,694 total allocation units on disk
OK
Click "OK" to finish the format.

IMPORTANT NOTE for CompactFlash, MultiMediaCard/Secure Digital, and Memory Stick ZiO! owners:

*After formatting MultiMediaCard, Secure Digital, Memory Stick, and CompactFlash cards, a dialog box (similar to the one below) may appear recommending that you run the "ScanDisk" Utility on Windows 98, Me, and "Check Disk" on Windows 2000. If you are experiencing problems with your card you may wish to click "**Yes**" to verify that data can be stored reliably on all areas of your card. However in day-to-day use clicking "**No**" will suffice.*

Format - CompactFlash (E:)
CFPREP has formatted this disk. Before using it, run ScanDisk and choose the Thorough option to verify that data can be stored reliably on all areas of the disk.
Do you want to run ScanDisk?
Yes
No

7. Finally, click **"Close"** on the ZiO! format screen to exit the formatting utility.

Removing a Card (PC)

1. Make sure that the "Access/Power" indicator is not flashing. The access indicator will flash when data is being read or written on the card. Wait until the operations are complete and the access indicator is no longer flashing before attempting to remove the card. Removing a card during access operations will cause the data to be lost or corrupted.

2. To remove a card, grasp the end of the card with your thumb and index fingers, and remove the card from the slot.

USER'S MANUAL

ZiO!™

5

Dazzle OnDVD

Software for PC Compatible Computers

Introduction

Definitions

Getting Started

Menu Items Reference

Troubleshooting

Upgrade Information

Dazzle*

Dazzle OnDVD Software

INTRODUCTION

Dazzle OnDVD is easy-to-use software that lets you take your digital pictures and turn them into a slideshow you can record to a CD for playback on your DVD player. Simply select the pictures you want to put into your slideshow (maximum 500 pictures per CD), arrange them on the timeline and record the slideshow to a CD with your CD-Recorder.

OnDVD records two copies of your pictures to the CD disc. The first session is a slideshow in the VideoCD (VCD) format, which can be played back in a DVD player (or VCD player), connected to your TV. The second session is a backup copy of all your high quality pictures, which can be read back from your PC's CD-ROM or DVD-ROM drive. If you put the CD into a DVD Player, the slideshow will automatically play. If you put the CD into your PC, you can automatically look at the archived pictures.

DEFINITIONS

CD-R Discs (CD-Recordable) - On this media type, you can write data to a CD but you cannot erase it once you have written it. Not all DVD players can read CD-R discs. If your DVD player does not read CD-R discs, try recording your slideshow on a CD-RW disc. Check your DVD player owner's manual to see if your player reads CD-R discs.

CD-RW Discs - On this type of media, you can write, erase and re-write data many times. All DVD Players should be able to read CD-RW media.

CD-Recorder - A PC peripheral which records information from a computer onto a CD-R or CD-RW disc.

DVD - Digital Video Disk. DVD is the latest format for high quality video. DVD is an extremely versatile and high quality format and is used extensively for distributing movies. DVDs can be played back in DVD players connected to a TV or also in DVD-ROM drives on a computer using DVD player software.

DVD Player - A consumer electronics device which can be connected to a TV to play back DVDs. Most DVD Players can also play back VideoCDs.

DEFINITIONS (continued)

JPG - Also known as 'JPEG', this file format is used by the vast majority of digital cameras and applications for digital photographs. JPG is the predominant file format for digital picture files on the Internet.

VCD - VideoCD. VideoCD is a special CD format normally used for video but which can also be used for photos. VCDs can be played in all VCD Players and almost all DVD players connected to a TV.

VCD Player - A consumer electronics device which can be connected to a TV to play back VideoCDs. VideoCD Players are popular in Asia but seldom found elsewhere.

GETTING STARTED

System Requirements-

Operating Systems-	Windows® 98 Windows® 2000 Windows® NT Windows® ME Windows® XP
CPU-	*Pentium® II 300 MHz or higher* *AMD K6® III 400 MHz or higher*
RAM-	32 MB required 64 MB recommended
Available Disk Space-	32 MB for Application Installation Up to 1 GB available for workspace

Other Necessary Hardware:

Digital Camera
Flash Memory Card Reader
CD-R or CD-RW Recorder
DVD Player, VCD Player, CD-ROM or DVD-ROM Drive

Tutorial - How to use Dazzle OnDVD 1.5

Creating VCD slideshows

Step 1 *- Locate your digital pictures*

The pictures may be in a directory on your computer or in the digital camera. In most cases, your digital camera loads pictures onto a flash memory card. Access these pictures easily by removing the card from the camera and inserting it into a flash memory card reader. You can view the contents of the card reader in Windows Explorer.

Step 2 *- Launch Dazzle OnDVD*

- Click the **'Start'** Button, then select **'Programs'** and then **'OnDVD'**

Step 3 *- Load your digital pictures*

- Click on the **'Add Directory'** button to add all the files in a folder or click **'Add Image'** to add one image at a time
- Navigate to the directory which contains the pictures you wish to import
- Select that directory or image and click **'OK'**

  A dialog box will appear to inform you of how many images were added.

- Click **'OK'**

  Your pictures will be added to the Picture List in the left pane of the software and a thumbnail image of the pictures will be displayed on the timeline bar in the bottom pane in the order in which they will appear in the slide show.

Step 4 *- Select images to view*

Click on the filename in the Picture List to display that picture in the Picture Preview window.

Tutorial (cont.)

Step 5 - *Remove unwanted pictures*

- Click on the picture that you wish to remove from your slideshow
- Click the **'Remove'** button or press the **'Delete'** key to remove the selected picture
- Click the **'Remove All'** button to remove all the pictures from your slideshow.

The selected pictures will be removed from the Picture List and the Timeline but will not be deleted from your computer.

Step 6 - *Preview your slideshow*

Before you record the CD, make sure you are happy with the slideshow by previewing it.

- Click the **'Preview'** button in the toolbar to view the slideshow
- The slideshow will return to the main screen when the preview is complete
- Press the **'Esc'** key to cancel the preview at any time

Note: Each picture in the slideshow will stay on the screen for 3 seconds before moving to the next picture. If you wish to increase the amount of time that a certain picture will be displayed, click the right mouse button on the name of the picture in the image list and go to **'Display Time'**. After you have changed the display time, click **'OK'.**

Step 7 - *Write the CD*

Now that you have the slideshow ready, you can create the CD.

- Insert a blank CD-R or CD-RW disc into the CD-Recorder
- Click the **'Write VCD'** button on the toolbar

Step 8 *- Play your CD in a VCD or DVD player*

Insert the CD into a VCD or DVD player, and you will be able to view your slideshow on a television screen. The slideshow plays in an auto-repeat loop. When you are finished viewing the slideshow, just press the **'Stop'** button on the DVD player and eject the disk.

Tutorial (cont.)

Step 9- *See the original picture files on the CD*

- Insert the CD into the CD-ROM or DVD-ROM drive on your PC.

  - The viewer application should automatically open
  - If the viewer window does not automatically launch, open Windows Explorer.
  - Navigate to the drive letter of the CD-ROM or DVD-ROM drive
  - Launch the application on the CD named 'Viewer.exe'
  - The OnDVD Viewer application will be launched.

- In the OnDVD Viewer window, select the CD-ROM or DVD-ROM drive from the drop-down list all of the original high-resolution pictures are stored on this disc. In addition to creating a slideshow disc, you have created an archive of the original pictures on the CD.

Webcasting

- Follow steps 1-7 above to create your slideshow

- Click the **'WebCast'** button and then click **'Next'**. OnDVD will create a video slideshow to send to the web. Click **'Next'** again and type in your Dazzle WebCast Theater username and password. Then click **'Login'** If you have never used WebCast Theater before, click **'Register'** and fill out the appropriate information. Once you are finished, anyone can view your files by going to the Dazzle Webcast Theater website by first visiting www.Dazzle.com and selecting **"Webcast"**, then **"Webcast Theater".**

MENU ITEMS REFERENCE

File/Exit - Closes the Dazzle OnDVD application

Video CD/Add Picture - Adds a specific picture to the timeline

Video CD/Add Directory - Adds an entire directory of pictures to the timeline

Video CD/Remove Picture - Removes a selected picture from the timeline

Video CD/Remove All - Removes all pictures in the Picture List from the timeline

Video CD/Write VCD - Creates a Video CD from your slideshow

View/Picture List - Toggles the view of the Picture List window pane

View/Timeline - Toggles the view of the Timeline window pane

View/Options - Opens the Video Standard Options. Most TV's in North America and Asia are NTSC. Most in Europe are PAL.

Help/About - Gives version information for Dazzle OnDVD

Help/Help Topics - Launches the help file

TROUBLESHOOTING

1. My slideshow won't play on my DVD player.

a) Check the Owner's Manual of your DVD player to see if it can read VCDs (VideoCDs). If it can, go on to step b. If it cannot, you will not be able to view your slideshow on this DVD player.

b) If you recorded the slideshow onto a CD-R disc, check the Owner's Manual of your DVD player to see if your DVD player can read CD-R discs. If it can read a CD-R disc but it will not play the slideshow, you probably have a damaged CD-R disc. Re-record it and try again. If your DVD player cannot read CD-R discs, re-record your slideshow to a CD-RW disc and try to play it again.

c) If you recorded the slideshow onto a CD-RW disc and it will still not play, check the bottom of the CD-RW disc for fingerprints or scratches. Re-record to a new CD-RW disc if necessary.

d) If you are unable to find information in your DVD player Owners Manual, you can often find the information on the Internet. Check the DVD player's manufacturer website. You can also visit www.vcdhelp.com for information on many different DVD players.

2. I can't read the archived files from the CD on my PC.

a) You must use the included file viewer program to read the CD from your PC.

b) If the viewer program did not automatically launch when you inserted the CD, remove the CD and re-insert it.

c) If the viewer program still did not launch, click on the **'Viewer.exe'** file on the CD.

d) If the viewer launched and no files are visible, re-record the CD and try again.

TROUBLESHOOTING (continued)

3. I can't record to my CD-Recorder. Does OnDVD support my CD-Recorder?

a) OnDVD supports almost all commercially available CD-Recorders and new recorders are constantly being added. If you cannot record to your CD-Recorder, check the Dazzle website for software upgrades.

b) If you downloaded all upgrades and you can still not record to your CD-Recorder, call technical support to check on when support for your CD-Recorder will be added.

c) Make sure the CD is blank. OnDVD requires that the destination CD be blank.

For the most up to date support information, please refer to:
http://www.Dazzle.com/support/trouble.html

UPGRADE INFORMATION

For OnDVD upgrade information, please go to **www.Dazzle.com.**

USER'S MANUAL

ZiO!™

6 Troubleshooting

Your Dazzle ZiO!

Common Troubleshooting Questions and Answers

Dazzle*

Troubleshooting your Dazzle ZiO!

Common Troubleshooting Questions and Answers

Installation and use of the Dazzle ZiO! is relatively easy and normally should not produce complications. However, if you are experiencing difficulties with your ZiO!, please refer to the following troubleshooting guide for a possible solution. Additional tips and solutions as well as product information can be found on our web site: www.Dazzle.com. If the problems persist after trying the solutions provided below and on our interactive support website, please contact Dazzle Technical Support for assistance.

1. I have connected my ZiO! to my computer's USB port and was unable to find the appropriate drivers during installation.

PC Compatible:
Prior to connecting the ZiO! to your computer's USB port, you must first install the ZiO! driver software (if required). The Memory Stick ZiO! as well as the MultiMediaCard/Secure Digital ZiO! **do not require** driver installation on Windows Me, Windows 2000, and Windows XP. The SmartMedia and CompactFlash ZiOs **do require** driver installation. The software for both the SmartMedia and CompactFlash ZiOs on Windows 98, Me, 2000 and XP as well as the software for the MultiMediaCard/Secure Digital and Memory Stick ZiOs on Windows 98 are located on the accompanying installation CD-ROM. Please refer to the section titled "Installing the Driver Software on Windows XP", or "Installing the Driver Software on Windows 98, Me and 2000" respectively for installation instructions.

Macintosh:
Prior to connecting the ZiO! to your computer's USB port, you must first install the ZiO! driver software (if required). The Memory Stick ZiO! and the MultiMediaCard/Secure Digital ZiO! **do not require** driver installation on Mac OS 9.x and greater. The SmartMedia and CompactFlash ZiO! **do require** driver installation. The software for the SmartMedia and CompactFlash ZiO! for Mac OS 8.6-9.x as well as the software for the MultiMediaCard/Secure Digital and Memory Stick ZiOs for Mac OS 8.6 are located on the accompanying installation CD-ROM. Please refer to the section titled "Installing the driver software" for installation instructions.

2. I have installed the ZiO! drivers and have the ZiO! plugged into my USB port, but when I insert my digital media card nothing happens.

PC Compatible:
The Dazzle ZiO! is a digital card reader/writer that is accessed as a removable disk. In order to access the digital images or data stored on your media card, you must access the ZiO! through it's "Removable Disk" icon. This can be done by first opening **"My Computer"**. Here you will see a "Removable Disk" icon (drive letter will also be assigned) representing your ZiO!. Now double-click on the "Removable Disk" icon to display the contents of the media inserted in your ZiO!. This is where your digital images or data will be located.

Digital cameras will usually create a folder or folders on the digital media card, which will contain your digital images. Depending on the digital camera you have, the folder names will vary. Double-click on the respective folder name to access the digital images contained within. You can create a preview by double-clicking on one of the image icons.

Macintosh:
Once a card is inserted on a Macintosh, a distinct icon will appear on the Mac OS desktop. This is the "mounted" state which enables read and write operations for the media. Opening the media icon will allow you access to the images stored on your respective media card. Depending on the media used, the time it takes a media card to mount may vary.

3. I have inserted my media card into my ZiO!, but I am unable to access my data.

If you are using a SmartMedia card, make sure that you have inserted the SmartMedia card into the ZiO! with the gold contacts facing down and the ZiO! label facing upwards. For more information regarding inserting your SmartMedia, please refer to the section titled "Inserting a SmartMedia Card" in the User's Manual.

If you are using MultiMediaCard or Secure Digital cards, make sure that you have inserted the card with the gold contact facing down and the ZiO! label facing upwards. For more information regarding inserting your MultiMediaCard or Secure Digital card, please refer to the section titled "Inserting a MultiMediaCard or Secure Digital card" in the User's Manual.

If you are using a CompactFlash card or Microdrive, make sure that you are inserting the media with the media label up and CompactFlash connectors inserted into the ZiO! first. For more information regarding inserting CompactFlash cards or Microdrives, please refer to the section titled "Inserting a CompactFlash card" in the User's Manual.

If you are using a Memory Stick card, make sure that you are inserting the media with the gold contacts facing down and the ZiO! label facing upwards. For more information regarding inserting Memory Stick cards, please refer to the section titled "Inserting a Memory Stick Card" in the User's Manual.

4. I can see the images on my media inserted in the ZiO!, but how do I download them to my computer.

PC Compatible:
Images and data can be downloaded or transferred to your computer using basic Windows file transfer techniques. Two of such techniques are drag and drop as well as copy and paste.

For information on both drag and drop as well as copy and paste, please refer to your Windows "Help" file in Windows 98, Me, and 2000 and "Help and Support" in Windows XP. Both of which are located under the "Start" button in the lower left corner of your Windows desktop.

Once you have opened Windows "Help", begin by clicking on the **"Index"** tab. This will display the contents of the Windows "Help". Now scroll down to and double click on **"copying files, folders"**. To access information regarding drag and drop as well as copy and paste in "Help and Support" on Windows XP, enter either drag and drop or copy and paste in the search bar.

Macintosh:
When a card is mounted, it can be used in the same fashion a floppy or removable disk. Double-click on the icon to open its respective file window. Once you have opened the file window, holding down the option key, drag and drop the desired images from the media to a location of your choice.

5. I am trying to write to my Memory Stick card, but I am getting an error that the Memory Stick is write protected or locked.

Please make sure that the lock tab located on the bottom of the Memory Stick media is not in the lock position. If the Lock tab is located in the locked position the Memory Stick is locked and therefore write protected.

7 OBTAINING

Technical Support

Contacting Technical Support

Returning Products for Service

Limited Warranty

Contacting Technical Support

The Dazzle ZiO! is relatively easy to maintain and operate and normally should not produce complications. However, if you need assistance or have questions of any kind, our trained staff members are ready to help. Our Technical Support Department can be reached by calling 203-315-4230 from 8:00 a.m. to 9:00 p.m. (EST), Monday through Friday or by fax at 203-483-5985. In the UK, please contact local support at +44 118 979 1026. We recommend having your computer nearby when calling to facilitate troubleshooting. E-mail support as well as 24 hour, 7 day a week Technical Support is available via our interactive support website: www.Dazzle.com/support.

Click here to visit Technical Support Online

Returning Products for Service

When calling for support, if a Technical Support specialist recommends that you return the product to Dazzle, the Technical Support specialist will provide to you a **Return Merchandise Authorization (RMA)** number. The RMA number **must** appear on the outside of your shipping carton preferably below the return address. Our Receiving Department will refuse delivery on any package that does not carry an RMA number. Pack the Dazzle ZiO! securely as not to cause damage. Be certain that it fits snugly and is packed appropriately.

- Improper packing can result in damage to the device, and may result in voiding the warranty.
- We will not accept an improperly packaged device.

You are responsible for paying the cost of shipping the device in for repair; we will pay the return shipping on any Warranty RMA. Be sure to include the RMA number on the outside of the box. Please ship the device to:

SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, CT 06437 USA

SCM Microsystems, Inc. LIMITED WARRANTY

SCM Microsystems, Inc. warranty obligations are limited to the terms set forth below:

SCM Microsystems, Inc., Retail Brands Group, ("The Company") warrants this product against defects in material and workmanship for a period of one (1) year from the date of original retail purchase. For residents of the European Union, the warranty is two (2) years from the original date of purchase.

This limited warranty is made only to the original end user purchaser ("you") of the product and does not extend to any subsequent purchasers or owners of the product. The "original end user" is the first user to put the product into service in any fashion, but the term "original end user" shall exclude dealers. Dealers shall not be entitled to the benefits of the limited warranty.

It is your responsibility to establish the warranty period by verifying the original purchase date. Accordingly, to avoid dispute, you should return the warranty card within ninety (90) days after the date of purchase.

If you discover a defect, The Company will, at its option, repair or replace this product with a new or reconditioned product at no charge to you, provided you return it during the warranty period, with transportation charges prepaid. (You can obtain additional information by contacting a Customer Service Representative at the telephone number printed on the certificate.) In the event that an alternate product is unavailable, The Company will refund the cost of goods at a pro-rated amount. To each product returned for warranty service, please attach your name, address, telephone number, and a copy of the bill of sale bearing the appropriate serial numbers as proof of date of original retail purchase, as well as a detailed description of the problem for which service is requested. Prior to returning the product, you must obtain from The Company a Return Merchandise Authorization Number (RMA#). You are responsible for packaging the product to be returned, and should take care that the product is packed in its original packaging. If the repairs are covered by the Limited Warranty and if the product was properly shipped to The Company, The Company will pay the return shipping charges.

This warranty applies only to hardware products manufactured by The Company that can be identified by The Company's trademark, trade name, or logo affixed to them. This warranty does not cover: damage resulting from accident, misuse, abuse, or neglect and/or damage during any type of transportation resulting from improper packaging; damage to any product which has been altered in any fashion, including the alteration or removal of any serial number; damage resulting from causes other than product defects, including and not by way of limitation, lack of technical skill, competence, or experience of the user, and/or failure to use the product in accordance with the instructions provided in the User's Manual; and service performed by an unauthorized person or entity.

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HOW-TO

Contact Us

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Operating hours are Monday through Friday from 8:00 a.m. to 6:00 p.m. (US. Eastern Standard Time). Technical Support hours of operation are from 8:00 a.m. to 9:00 p.m. (U.S. Eastern Standard Time) Monday through Friday.

SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, 06437 USA

Tel: +203-315-4200
Fax:+203-483-5106
Website: www.Scmmicro.com

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For more information contact:
SCM Microsystems, Inc.
Retail Brands Group
20 Carter Drive
Guilford, 06437 USA

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Welcome to the interactive support area for Microtech and Dazzle brand products.
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1/18/02
This site will be under maintenance from 9PM PST 2/1/02 until 7AM PST 2/2/02. The site will only be down for brief intervals, it will however be slow during this time period. This maintenance has been deemed necessary to increase space and efficiency of our knowledgebase. We apologize for any inconvenience that this may cause you and appreciate your patience.
Any changes to the maintenance schedule will be posted here.

- Windows XP - Be sure to find out all of the latest information about Dazzle and Microtech products compatibility with the Windows XP operating system.
- Be sure to download the latest Dazzle or Microtech drivers and software for your products.
- Register your Dazzle, Microtech, or IBM MicroDrive product for complete customer support.

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Site best viewed with Internet Explorer 4.5 and higher or Netscape 6.1 and higher.